



February 2007

Dear Valued Serviceguard Manager Customer:

In order to assist you with your future systems planning, HP would like to share with you its product support model for HP Serviceguard Manager. This is to ensure that you have the most up to date high availability products to continue protecting your mission critical environments.

The following definitions have been created to help you understand the terminology used:

- Introduction: The date the software became available for sale.
- Patch Phase: HP will create patches for the software during this period. HP will port fixes for critical and serious issues to versions still in the patch phase at our discretion.
- Support Phase: Support contracts will continue to be sold during this period. HP Response Center will continue to take calls and patches will be created for critical issues related to security and data integrity.

After the Support Phase End Date, HP has no further obligation to provide support or patches to the software. You are encouraged to upgrade to the next recommended product version before the Support Phase End Date for your version of Serviceguard Manager.

All Serviceguard Manager versions prior to those listed in the table below have reached their Support Phase End Date.

The following Serviceguard Manager A.xx.xx versions will end support as indicated in the following table. Support dates for B.xx.xx versions match the support dates of the associated Serviceguard version.

<b>Serviceguard Manager</b>	<b>Compatible Serviceguard versions</b>	<b>Introduction Date</b>	<b>Patch Phase End Date</b>	<b>Support Phase End Date</b>
A.04.00	A.11.15, A.11.15.01	Mar-2004	31-Jan-2005	31-Mar-2007
A.04.02	A.11.15, A.11.15.01, A.11.16, A.11.16.01	Jan-2005	30-Nov-2005	31-Jan-2008
A.05.00	A.11.15, A.11.15.01, A.11.16, A.11.16.01, A.11.17	Oct-2005	31-Oct-2007	31-Oct-2008
A.05.01	A.11.16.xx, A.11.17.xx	Dec-2006	31-Dec-2008	31-Dec-2013

Please Note: HP Serviceguard Manager A.xx.xx is a standalone Java-based application and HP Serviceguard Manager B.xx.xx is a web-based application that works in the HP Systems Management Homepage framework.

During the Support Phase, if you purchase a support contract, you will continue to receive support assistance from the HP Response Center through the Support Phase End Date. Customers with specialized support agreements will be addressed individually. HP will continue to honor our customer support agreements until the Support Phase End Date. HP will refund a pro-rata portion



of any prepaid support contracts that expire after that date.

HP releases new versions of Serviceguard Manager approximately once per year. Serviceguard versions that are included with the Mission Critical Operating Environment (regardless of how it was obtained), will have a minimum Support Phase of 3 years from Introduction. These versions of the product will have a minimum Patch Phase of 18 months from Introduction. In this update, the Support Phase for some versions has been extended to 5 years from Introduction.

Typically, the last Serviceguard Manager version released on a particular Serviceguard version will have an extended Support Phase that matches the Support Phase End Date for the Serviceguard version. In no case will the Serviceguard Manager Support Phase extend beyond the End Date for support of the corresponding Serviceguard version.

We take this opportunity to thank you for choosing HP products. We hope that you will continue to look to HP for your future computing solutions. For additional information on HP's high availability and disaster tolerant solutions, please visit [www.hp.com/go/serviceguard](http://www.hp.com/go/serviceguard). Please contact your local HP office if you have any questions or concerns.

Sincerely,

HP Enterprise Storage and Servers